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State of California—Health and Human Services Agency
California Department of Public Health



EDMUND G. BROWN JR.
Governor

April 17, 2015

AFL 15-08

TO: All State-Owned Licensed Health Care Facilities

SUBJECT: New toll-free telephone number for complaints and new email address for entity reported incidents

All Facilities Letter (AFL) Summary

- Effective April 1, 2015 the State Facilities Section has:
 - A new toll-free telephone number for patients/staff/visitors to use for reporting complaints and/or licensing issues.
 - A new email address for state-owned licensed healthcare facilities to report unusual occurrences/entity reportable incidents and any other event that requires Licensing and Certification notification.

The new telephone number is 1-855-804-4205. Please remove the previous telephone numbers from any notices and/or postings throughout your facility and replace it with the new toll-free number.

The new email address is: CDPH_LNC_SFS@cdph.ca.gov

The physical addresses and the routine business telephone numbers for the State Facilities Section have not changed.

Sincerely,

Original signed by Jean Iacino

Jean Iacino
Deputy Director